

Microsoft Outlook Web Access User Guide to Basic E-mail Features

These notes provide the new user with the information necessary to use the basic E-Mail functions of Outlook's online Web Server. Information regarding use of more advanced E-mail features and the extended functions provided by the Web Server will be released in due course. Please contact the ICT Helpdesk on 01443 744070 for further help and advice.

Please note that, in common with many other applications, there are several ways to perform the tasks outlined within this leaflet. However, for simplicity and ease of use, in most cases we have outlined only one approach.

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Getting Started

Logging On



If you have a web-mail icon set up on your desktop, double-clicking on it will take you directly to the web-mail site.

(Older 'ednet e-mail' icons, set up prior to the introduction of the new web-mail system will need to be adjusted to point at the new site. This will be automatically completed as part of the pre-Broadband migration process, however if your web-mail shortcut icon still does not work correctly in September or if you would like a shortcut icon placed on a machine, then please contact the ICT Unit helpdesk who will make the necessary arrangements.)

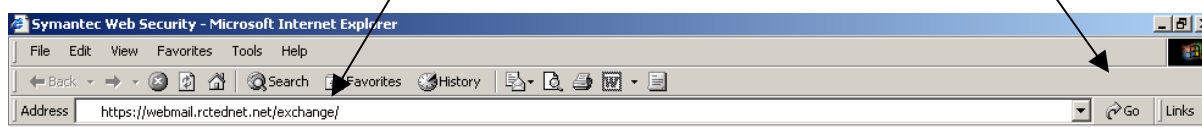
If you do not have a web-mail icon displayed on the desktop, please double click on 'Internet Explorer' and log on to the Internet using your Internet log-on username and password.

*Under the new system, your **Internet** username and password should now be the same as your **e-mail** username and password.*



When you log on through Internet Explorer, you will need to type the following address into the address line at the top of the screen, then click on 'Go' or press the 'enter' key on the keyboard:

<https://webmail.rctednet.net/exchange/>



Note that there is no 'www' in this address and that there is an 's' after the 'http' prefix.

You will now be at the E-mail logon screen, and be prompted to enter your username and password in order to access the e-mail service. Under the old system, usernames had to be prefixed with 'ednet' but this is no longer needed, and the username will not be accepted if you use this prefix.



Enter your e-mail username and password in the appropriate box, remembering that the password is case-sensitive.

If you use this printout to note your E-mail username and password details remember that it should then be kept in a very secure place. We recommend that if you cannot remember your details, you 'disguise' them elsewhere in some way rather than record them on this sheet.

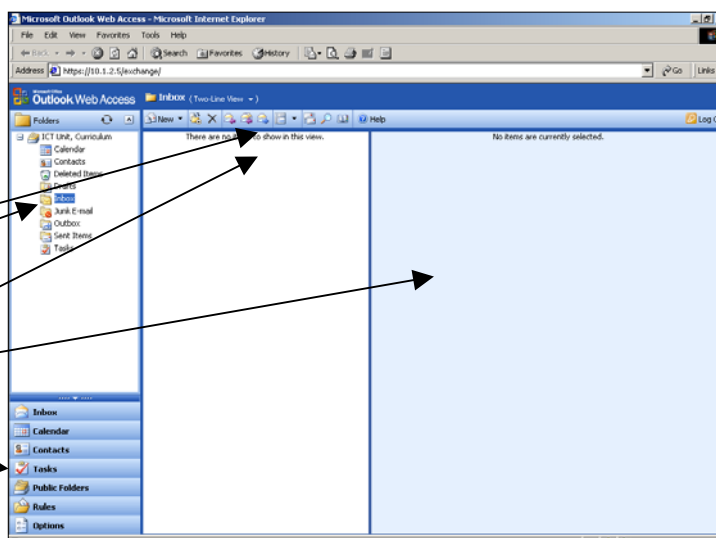
Under this system, it is possible for users to change their password to something memorable to themselves, and we recommend that staff do so regularly in order to protect their data, as outlined in the authority's Broadband Service Level Agreement. Passwords will be case sensitive and staff should bear this in mind when setting a new password, which ideally should be alphanumerical (containing both letters and numbers). To change the password, see the section 'Changing the Password' on page 16.

The log-on username is not your E-mail address, but you may wish to record your own E-mail address(es) here. You will not need to enter this information yourself, but it will be required by those sending you E-mails:

If all has gone well, you will now have logged on to your e-mail account and you will see the Outlook Web Access screen. By default, the window that opens is the 'Inbox' folder.

1. Icon taskbar
2. Folder list
3. Incoming message list
4. Preview pane
5. Shortcut menu


Click on 'Inbox' if you cannot see this screen by default.



Logging Off

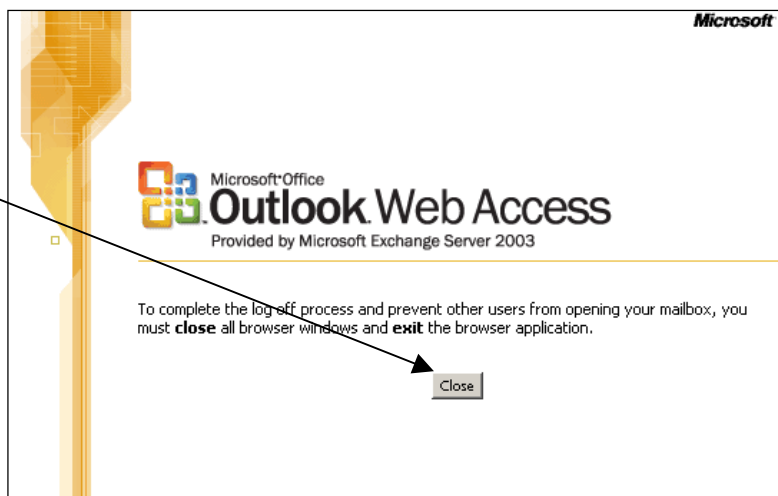
At the end of your session, it is important that you exit Outlook correctly. There are two reasons for this:

1. to protect your mailbox from unauthorised users by avoiding accidental or intentional entry into your mailbox by a third party,
2. to avoid occasional log-on issues such as being locked out of the system because it does not recognise that you have previously logged off.

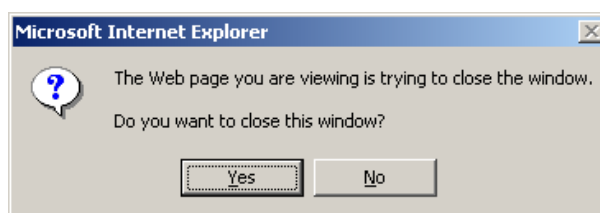
When you have finished using Outlook, click the  button on the right of the taskbar.

You will see this screen:

Click on the **Close** button.



Your browser window will now try to close. A Window should appear checking that this is what you wish to do.



Click 'yes' to close the window or 'no' to leave it open and browse to a new web-page.

Overview of the Inbox

The Icon Taskbar



Using your mouse pointer to 'hover' over the individual icons brings up a brief explanation of the function of that icon.



Clicking on this icon updates the contents of all folders



Shows or hides the folder list (2). Clicking it when the folder list is shown hides the list. Clicking it again brings the list back.



Click on the icon to compose a new mail message. Clicking on the dropdown arrow allows you to select other 'new' items, such as calendar appointments or contacts to add to the address book.



Allows you to move items from the current folder to a different one. To use this function, you must select an item by clicking on it once in the incoming message list. You will then be presented with a list of folders and asked to select the one you wish to move the item into. It is possible to set up extra folders in the folder list but that is an advanced feature and is not dealt with in this introductory leaflet.



Deletes the currently selected item. Note that deleted items are moved to the deleted items folder in the first instance, and are therefore still taking up storage space in the system. In order to create extra space, they must be totally deleted. See page 15 and the Section **Deleting Items** on page 17.



Use this icon to reply to an e-mail that has been sent to you. The e-mail to which you are replying must be selected by clicking on it once in the incoming message list.



This is similar to the above 'reply to' icon, except using this icon will send your reply to everyone on the original sender's list of recipients. Be very careful that you select the correct icon as there have been instances where staff have accidentally sent a reply meant for one particular school to every school in Rhondda Cynon Taf!



Use this icon to forward an e-mail that has been sent to you on to someone else.



This icon allows you to change the position of the preview pane on your screen. (See page 8.) *If you have a suspicious e-mail which you wish to delete without opening at all, then you will need to switch the preview pane off before selecting that mail for deletion.*



Use this icon to check if you have any new e-mails. Although Outlook checks automatically for new mail each time you log-on, this is useful if you have Web Outlook open for any length of time as you can check periodically for new responses.



Allows you to search messages in folders for particular words and phrases or by author or subject.



Allows you to search Rhondda Cynon Taf's Global Address list or your own private contacts list.



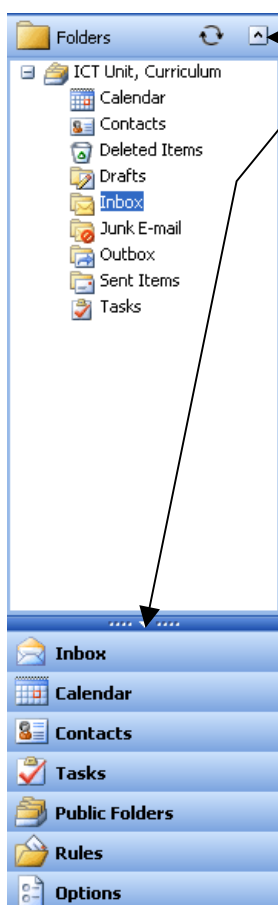
Online help files.



When you have finished a session on Outlook, you should log off by clicking here. You will then be prompted to close the browser window completely. Doing so ensures that your Outlook details remain secure.

The Navigation Pane

The Navigation Pane comprises the folder list and the shortcut menu.



As mentioned, the folder list can be hidden by clicking on the 'hide folders' icon. Clicking on the dark blue bar separating the two sections allows you to show or hide the shortcut menu.

Clicking on any item in either list takes you directly to that section. All folders are grouped within your own common area (In the example shown here, 'ICT Unit, Curriculum'.)

The **Calendar** is an online area for arranging appointments, etc. This is not detailed in this introductory leaflet.

The **Contacts** folder contains details of people entered into your personal address book. (See section **Contacts** on page 18.)

Deleted Items contains items deleted from any of the other folders but not yet permanently deleted from the system.

Drafts contains saved messages which you have not yet sent.

The **Inbox** contains mail messages sent to you that you have not redirected automatically to another folder. Setting up rules to redirect mail is not dealt with in this introductory leaflet.

E-mail which contains certain key words may be identified as junk and be sent automatically to the **Junk E-mail** folder. It is worthwhile checking this folder to ensure that legitimate e-mails have not ended up here by mistake. The folder will also need to be emptied periodically.

The **Outbox** contains e-mail messages which you have written and are waiting to be sent. Most of the time this will be empty as the application will send the message immediately upon saving.

The **Sent Items** folder contains e-mail messages which you have sent to others.

The **Tasks** section may be used to organise and prioritise tasks and To Do lists. This is not detailed in this introductory leaflet.

The Shortcut Menu

The Shortcut menu contains links to some of the above folders and 3 additional links:



Public forums containing messages which may be read and viewed by all users. Currently this area is not in use.



In this area, it is possible to set up rules for handling E-mails so that certain messages may be redirected automatically to specific folders. This function is not dealt with in this introductory leaflet.



Contains several options for configuring Outlook web access, including changing the password. (For further details, see the section **Options** on page 13.)

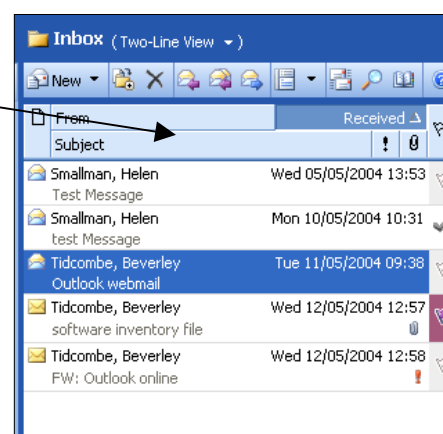
The Incoming Message List

The first stop for all messages that come into your Mailbox is your Inbox. A list of the messages received is displayed.

You can choose whether to have the list displayed by sender, subject, date received, etc, by selecting the appropriate button in the bar at the top.

Unread items are marked with a closed envelope and are in bold. Read items have an open envelope.

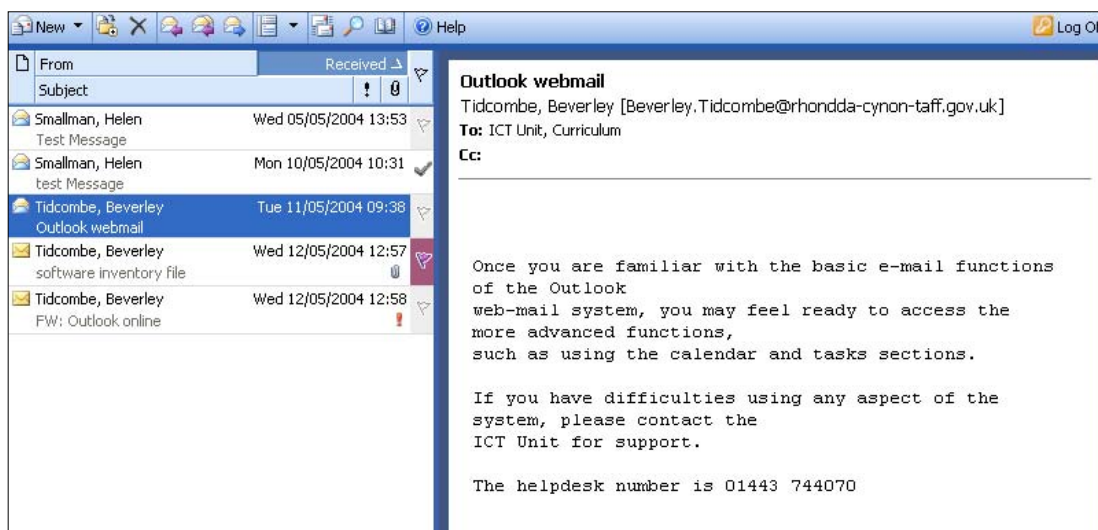
Messages with a paperclip symbol have an attachment and messages with a red exclamation mark have been designated high priority by the sender.



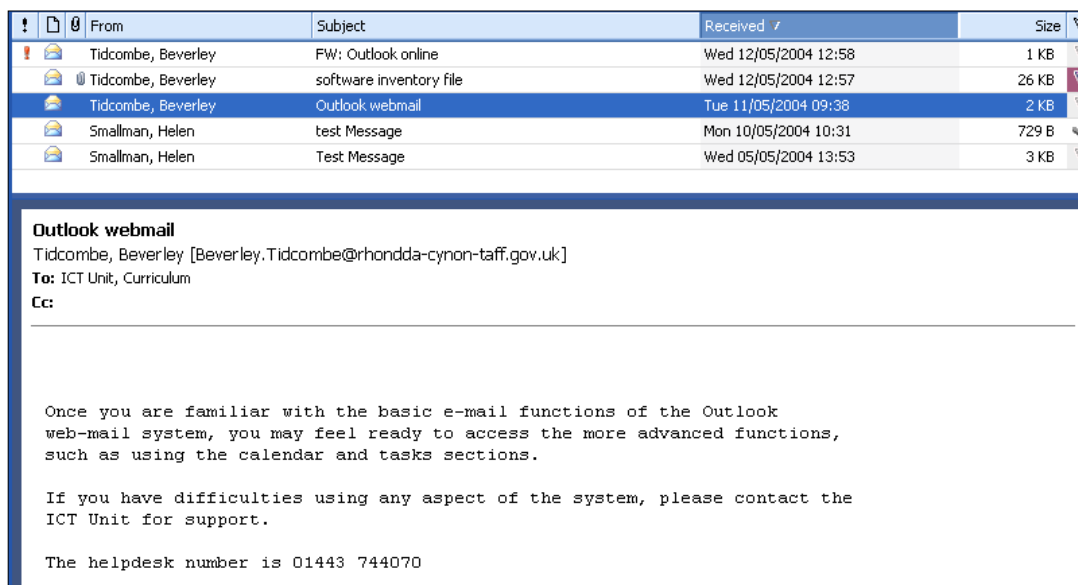
You may flag messages for later attention by clicking on the greyed out flags (right clicking gives a choice of flag colours or removing the flag). A second left click ticks the item as having been dealt with.

The Preview Pane

With the preview pane open, it is possible to view the contents of most messages without double clicking on them to open them in a window of their own.



The Preview Pane icon on the taskbar provides options for positioning the preview pane to the right of the message list (as above), at the bottom of the message list (as below) or switching it off completely.



If you have a suspicious e-mail which you wish to delete without opening at all, then switching the preview pane off before selecting that mail for deletion is the safest option.

E-mail

Sending E-mail Messages



Click on the 'new' icon to compose a new mail message.

Clicking on the dropdown arrow allows you to select other 'new' items, such as calendar appointments or contacts to add to the address book. Similarly, clicking on the dropdown arrow next to 'new' when in other folders in Outlook allows you to select new message from the list.

Either use the 'tab' key on the keyboard to move around the message screen or position the mouse pointer in the field to which you wish to move and left click once.

In the **To** and/or **CC** (Carbon Copy) and **BCC** (Blind Carbon Copy) fields, type the recipient's E-mail address.

Alternatively, click on the **To** button and select the address from your address book contacts list (For more information about using the address book and the Global Address List, see page 18.)

In the **subject** field, add an informative title to your e-mail message. Avoid ambiguous subjects such as '*For your attention*' or '*Read this now*' as they are likely to be dismissed as junk e-mail (often called *spam*).

Type your message in the text area.

Click the **Send** button. The message will drop into your 'Outbox', then provided you are online will be sent immediately and move to your 'Sent Items' folder. If you are not online, it will be stored in the 'Outbox' until you next connect.

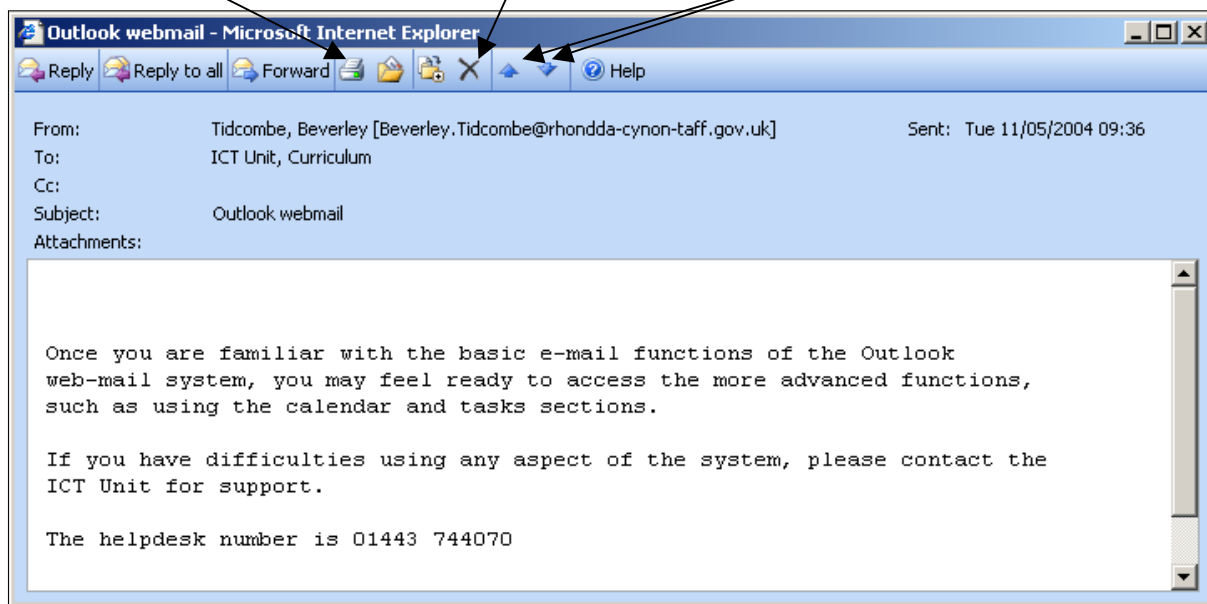
It is possible to format text just as it is in a Word Processing package. Other options available, such as saving (to the drafts folder by default), printing, inserting a signature, checking spelling or names and setting importance are accessed through the message toolbar (hover with the mouse over each icon on the screen to see a description of the function):



Reading E-mail Messages

Although messages can be viewed and read in the preview pane, double clicking on the message information in the incoming message list will open that item in a new window. In this read mode another toolbar can be accessed

Print the message Delete the message Navigate to other messages



Replying to E-mail messages

With the E-mail message to which you want to send a reply open, select **reply**. A reply window will open with the original sender's details in the **To** box. The original message will be included for reference.

If the original message has been sent to several recipients and you wish everyone on that list to receive your reply, then you should select **Reply to All**.

Add your message and select **Send** as previously.

Forwarding E-mail messages

Select the message which you wish to forward to another person and open it. Select **Forward**. A copy of the message will open ready to be sent to a third party. Enter their e-mail address and any additional comments/editing you wish to make, then select **Send**.

Saving Unsent Messages

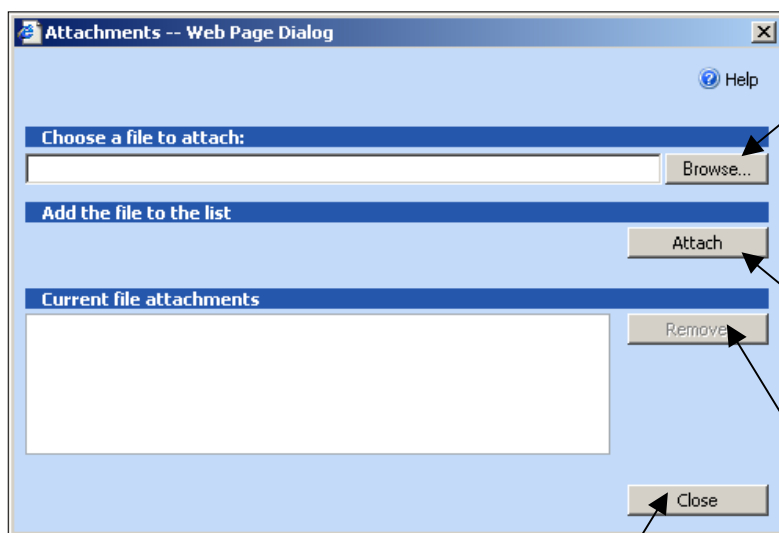
Selecting **Save** will save a message you are composing into your **Drafts** folder, regardless of whether or not you have entered a recipient's name/address.

Attachments

Sending Attachments

It is possible to send items through e-mail by adding them to the main body of the message as an attachment. The item you wish to attach may be a file, a picture or photograph, a sound, a video clip, a hyperlink or a program.

To add an attachment, click the **attachments** button and the following dialogue box will open:



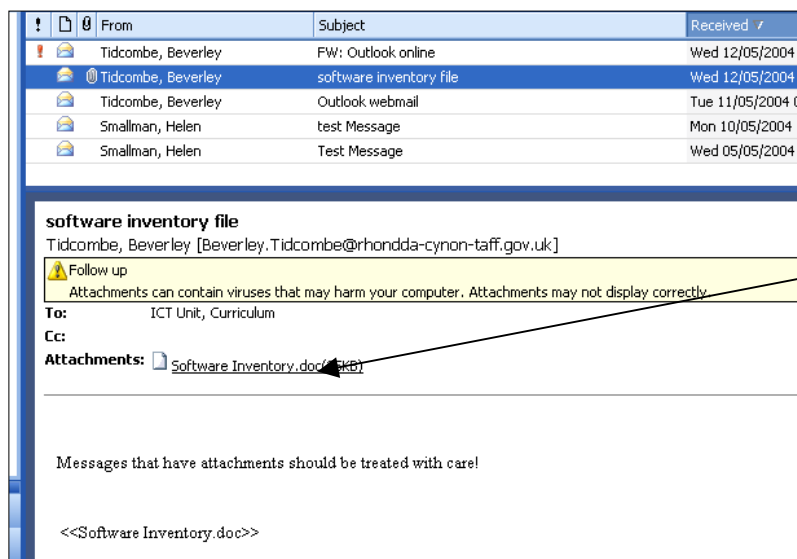
Type in the pathway of the item you wish to attach, or click the **browse** button to open a windows explorer window in which you may find the item.

When you've found the appropriate item, click **Attach**. You may attach more than one file.

If you wish to remove a file you have attached, click **Remove**.

When you have finished adding attachments, click Close to return to the e-mail message which may then be sent in the usual way.

Reading Attachments



When someone sends you an attachment, your e-mail message has a paperclip icon next to it in the Incoming Message List.

When the message is selected, the attachment names are underlined.

Left clicking on the underlined attachment name will open the attachment online.

It is possible to save attachments to your own computer by right clicking the filename and selecting **Save Target As...** from the list that appears (For screenshots, see the section 'Good Housekeeping' on page 13).

Some Warnings Regarding E-Mail Attachments

- ✎ Electronic attachments are a convenient, effective way of transferring data. Unfortunately they are also one of the primary carriers of computer viruses and other such nasties, therefore they need to be handled with care and respect.
- ✎ When sending attachments, be responsible! Try to ensure your own computer is virus free, particularly if the file you are sending has been transferred to the computer by some form of removable storage eg. a floppy disc.
- ✎ When receiving attachments, check the source. Are you expecting the attachment? Is it from a person or company known to and trusted by you? Never open unexpected attachments from unknown sources. If you cannot check their origin then they should be deleted.
- ✎ Because some types of attachment are more likely to be suspicious than others, then security features operating on your system may block some attachments, stopping them from reaching your computer. Alternatively, they may prompt pop up warnings indicating that the type of file you are opening may be vulnerable to virus attack. Typically this will include all .exe (Executable) files, some of which will be legitimate for use in the schools environment. Presentation files that have been saved in a manner which will automatically begin the presentation (.ppt files) may also prompt the pop up warning. Do not panic if such a message appears, but follow the advice above. If necessary, contact the person who sent the message and check.
- ✎ Remember that files come in various sizes. The larger the file size, the more bandwidth it takes up during transference, therefore you should expect large files to take longer to send or receive. It is recommended that schools use common sense where the email storage\transfer of large files is necessary, as the overall system may suffer performance degradation, as a direct result. (It is possible to reduce the size of files by using a zip application. In the case of documents or multimedia, ensuring that photographs, pictures, etc. have been reduced to the minimum necessary definition (pixels per inch/cm) and size during production will help keep the file down.)
- ✎ Because of issues connected with transfer of large files, a restriction of a maximum size of 3Mb on the transfer of an attached file will be permitted as standard. Should it be necessary to transfer a file larger than this size then please contact the ICT Unit Helpdesk.

When sending attachments, please ensure that you adhere to all necessary legislation regarding Data Protection and Freedom of Information. In particular do not send information about individuals where the individual may be clearly identified.

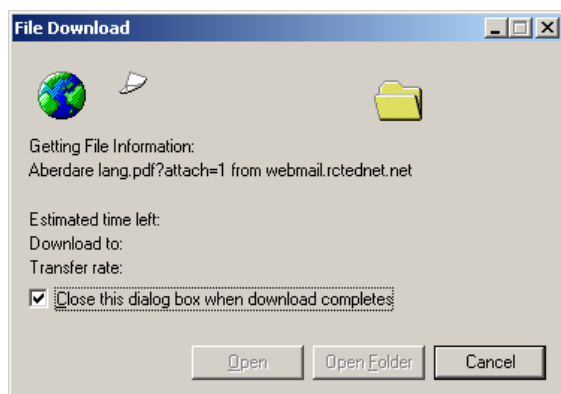
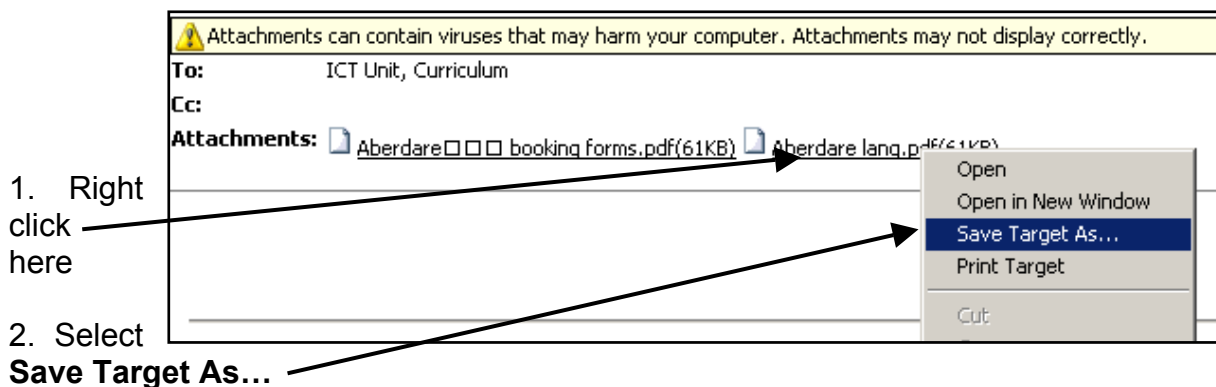
Please refer to guidance provided previously by the authority or contact Gill Evans (Information Management) on telephone number 01443 424189 (Clydach Vale office).

Good Housekeeping

Each school mailbox will be set to a maximum size of 12Mb. This is more than double the capacity of the old email system allocation and will permit many hundreds of emails to be stored, however it should be noted that large attachments would consume this limit more quickly. Large attachments should therefore be used with appropriate common sense, and should be transferred out of the mailbox to another location on the computer upon receipt.

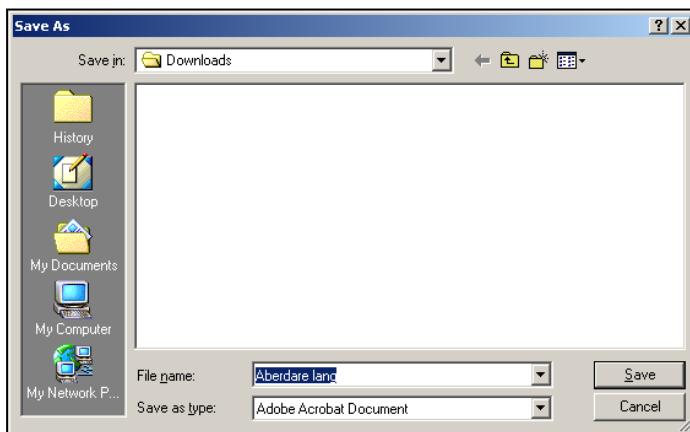
Saving Attachments to Another Location

It is possible to save open attachments to another location using the '**save as**' command from the **file** menu as standard. Alternatively, to save an attachment without opening it, right click on the underlined attachment title in the body of the message and select Save Target As... from the drop down menu that appears.



A dialogue box will now open showing process of the file transfer. Larger files will take longer to move through this process than small files, so this step may take a few minutes.

When the file transfer moves onto the next stage, you will be presented with a standard windows dialogue box asking you to select the location on your computer where you want to store the file. At this point you may rename the file if you wish. Save the file as standard practice.



Full Mailboxes

One of the most common problems reported to the ICT Helpdesk is that users are unable to receive e-mails as an error message tells the sender of the e-mail that the recipient's mailbox is unavailable.

The usual cause of this is that the recipient's mailbox is full. Messages and files stored within any of the folders in Outlook will take up mailbox space.

At this point, before the user is able to send or receive any more messages, they will have to delete messages from both the **Inbox** and **Outbox** folders and from the **Deleted Items** folder. In order to avoid reaching this point, it is important to clear unwanted items out of these three folders on a regular basis. Attachments may be saved to other locations as outlined previously. Text messages may also be saved to another location, by highlighting the message title and using the standard Windows **File** and **Save As...** option. In this case messages will be saved in HTML Web Page format.

For information about deleting files and messages that are no longer required, please see the section **Deleting Items** on page 17.

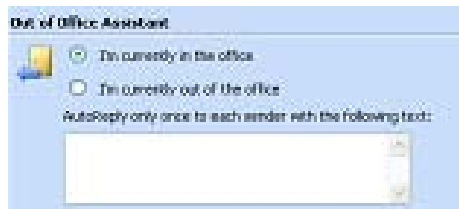
Options

Options accessed from the shortcut menu provide a means of customising Outlook.

Select  **Options** on the shortcut menu to set the following functions:

You must select Save and Close on the top icon bar to save any preferences you set in options.

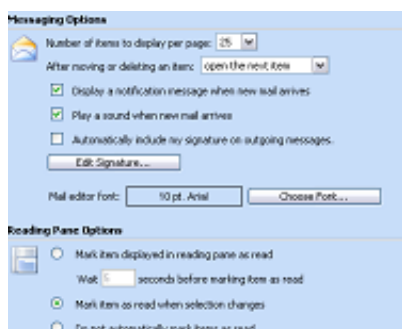
The Out of Office Assistant



Use this when you will not be checking your e-mail for a period of time eg. School holidays . Turning the **Out of Office Assistant** on will send an auto-response to anyone sending you an e-mail, indicating that you are away from the office. Add a brief appropriate message for inclusion in the

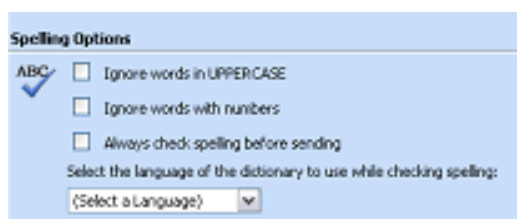
automatic replies in the text box eg. *Thank you for your e-mail. I am out of the office until <insert date> and will respond when I return.* Select **Save and Close** when finished.

Messaging and Reading Pane Options



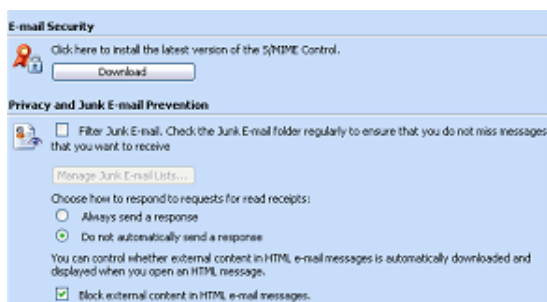
You can make adjustments here regarding the way the E-mail program looks and acts. Creating a signature which will automatically be displayed at the end of every message you send is useful. Select **Save and Close** when finished.

Spelling Options



Select appropriate options for checking spelling, including the language of the dictionary. This should be set to **English (United Kingdom)** rather than the variety of other English options available. Select **Save and Close** when finished.

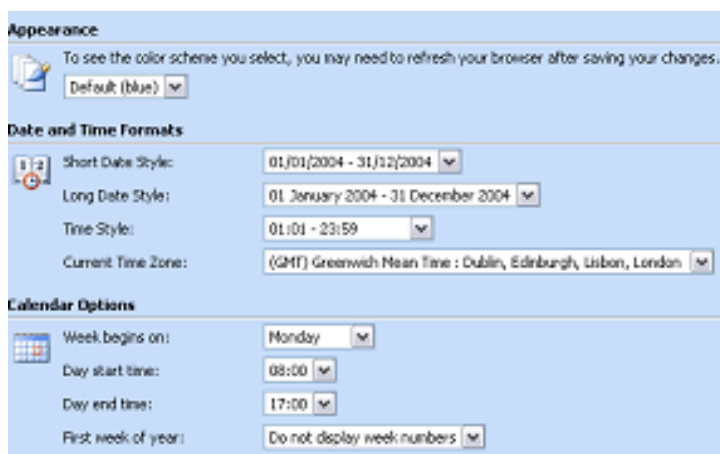
Privacy Options



The security and privacy options would not normally need to be adjusted by users who link to the Internet through the Authority's system, as filtering and Anti-Virus is adopted at this level.

Select **Save and Close** when finished.

Appearance (Colour Scheme, Date & Time, Calendar)



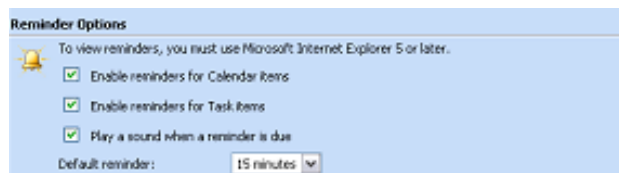
Select your preference to change the colour scheme.

Select your preferred date and time formats.

Select your preferred calendar options.

Select **Save and Close** when finished.

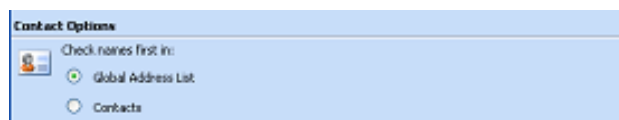
Reminders



When using the calendar, reminders can be set which will flash up on the monitor/play a sound.

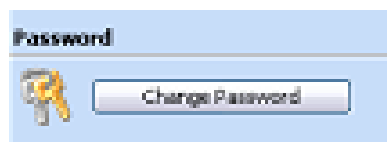
Select **Save and Close** when finished.

Contact Options



Select which contacts list to use as default. See the **Contacts** section on page 18. Select **Save and Close** when finished.

Changing the Password



Using the Outlook Web Access system allows users to change their e-mail password. This means that staff will not be limited to the password originally provided and will be free to choose something more memorable (for advice on choosing passwords see page 3). However,

users who currently select this option need to be aware that there may be a delay if a password needs resetting centrally because the user has forgotten their new password, as this will be treated as a low priority call to the ICT Helpdesk (see the ICT Unit SLA), so should treat this function with appropriate care. Further information will follow in due course.

When you click on the Change Password link, the dialogue box to the right is displayed:

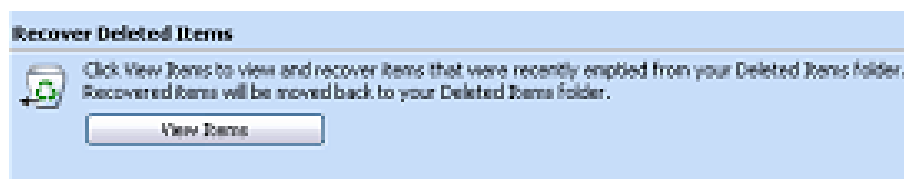
In **Domain** enter *ecs-ict*

In **Account** enter your own e-mail Username

Enter your current password in the **Old Password** field, and the password you wish to use in the **New Password** and **Confirm New Password** fields, then select **OK**.



Recover Deleted Items



This option provides a failsafe to users. It provides a means, for a limited time (30 days), of recovering messages that have been completely deleted from the **Deleted Items** folder. See below.

Deleting Items

Deleting to the Deleted Items Folder

Eventually you will want to delete messages from Outlook, either to keep your messages organised and avoid clutter, or through necessity because your Mailbox is too full to accept any more mail. Individual items may be deleted using the **delete**

icon 

To delete multiple items at once:

If the items are next to each other, select the first one, hold down the **shift** key on the keyboard and select the last item. These items and everything in between them will be highlighted and may then be deleted.

If the items are not next to each other, select the first one, then hold down the **Ctrl** key as you select the other items you wish to delete. All selected items will be highlighted and may be deleted at the same time.

Deleting Permanently

When messages are deleted to the **Deleted Items** folder, they are still within your main Mailbox and will be taking up space which you will need to recover. They will need to be deleted from this folder, either using the same procedure as outlined above, having selected the Deleted Items folder from the navigation pane, or by clicking on the **Empty Deleted Items**



icon in the Deleted Items folder.

Recovering Deleted Items

Although it is possible to do this as outlined above, from the Options menu, a quicker way when in the Deleted Items folder is to click the **Recover Deleted Items** icon



Contacts

Adding Contacts

To add your own contacts, click on the **Contacts** folder in the Navigation pane, and select **New** (or, from the Inbox, use the dropdown arrow next to 'new' and select **contact** from the dropdown list.)

Enter the contact's details in the box that appears. You don't need to complete all the fields, but the e-mail address will need to be correct in order to use the address book to select e-mail recipients.

Select **Save and Close**.

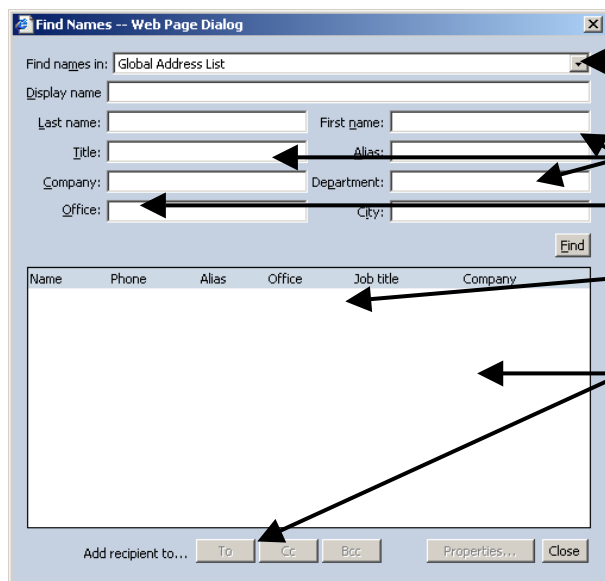
Finding Contacts

As your contact list grows, you may wish to search it for details. To bring up a 'Find' dialogue box, click on the Address Book icon.

Again, you don't have to complete all the fields.



When sending an e-mail, clicking on the **To**, **CC** or **BCC** icons will bring up a search dialogue box:



The dialog box titled 'Find Names -- Web Page Dialog' contains the following fields and controls:

- Find names in:** A dropdown menu currently set to 'Global Address List'.
- Display name:** A text input field.
- Last name:** and **First name:** Text input fields.
- Title:** and **Alias:** Text input fields.
- Company:** and **Department:** Text input fields.
- Office:** and **City:** Text input fields.
- Find:** A button to execute the search.
- Search Results Table:** A table with columns: Name, Phone, Alias, Office, Job title, Company.
- Add recipient to...** A button at the bottom left.
- To**, **Cc**, **Bcc**: Buttons for adding recipients to the email.
- Properties...** and **Close**: Buttons at the bottom right.

Select whether to search in the Global Address List (See below) or your personal contacts list.

Enter search field information (to search via a school name, use the **Office** field)

Search results will be displayed here.

Select recipient, and add to the e-mail message.

Be aware that the search engine will only search for exact matches, so if a contact has been entered as *Andrew Price* in the Global directory, a search for *Andy Price*

will not find that person. In this particularly example, a search for *Price* using just the one field will prove more beneficial.

Using the Global Address List

If you are sending E-mail to someone within the Authority's Education section you are able to search the 'Global Address List' for their E-mail addresses. This is the default option when clicking on the Address Book.